



Emergency Response
And
Disaster Relief Plan

JANUARY 2010

Statement of Intent

This manual serves the purpose of defining, directing, and assisting staff and volunteers of Southeast Missouri Food Bank in the event of a natural or manmade disaster in Southeast Missouri.

Southeast Missouri Food Bank will be responsible for solicitation, handling, storage, and distribution of products to variety of entities assisting in disaster relief efforts. The extent of disaster relief services that Southeast Missouri Food Bank provides will vary in accordance with the scope of the disaster (see definition) and availability of all resources.

As available, all Southeast Missouri Food Bank staff will play a role in the Disaster Response Team in a similar manner to their current job descriptions (see staff roles).

It should be noted that we will serve “unauthorized” agencies to the best of our ability depending on food supplies, without processing them through our traditional channels of non-profit agency status requirements.

DEFINITION AND CLASSIFICATION OF A DISASTER

Definition: A disaster is an occurrence such as hurricane, tornado, tidal wave, earthquake, drought, blizzard, pestilence, famine, fire, explosion, building collapse, transportation wreck or other situation that causes human suffering or creates needs that the victims cannot alleviate without assistance.

Class 1

Definition: A Class 1 disaster would be limited in scope, affect a limited number of households in a single food bank service area, and the demand upon the local food bank would be met with the resources on hand.

Examples: Fire, limited tornado damage

General Benchmarks:

- a. Households affected – less than 25
- b. Food banks affected – one
- c. Poundage demands – less than 10,000
- d. Special Products demands – none or minimal
- e. Impact on normal food bank operating capability – none

Red Cross Liaison – Southeast Missouri Food Bank

National’s Role – available upon request

Class 2

Definition: A Class 2 disaster would be somewhat limited in scope, but would affect a significant number of households. One to three food banks would be affected, but the food bank(s) would probably be able to meet the increased demand with the resources on hand.

Examples: Tornado, limited flooding, civil disturbance, wide spread fire.

General Benchmarks:

- a. Households affected – 25-250
- b. Food banks affected – 1 or more
- c. Poundage demands – 10,000 – 50,000 pounds
- d. Special Products demands – minimal
- e. Impact on normal food bank operating capability – none or minimal

Red Cross Liaison – Southeast Missouri Food Bank

National's Role – available upon request, and coordinate multi – food bank effort if applicable.

Class 3

Definition: A Class 3 disaster would affect a large number of households, occasionally in more than one food bank service area. The scope of a Class 3 disaster would likely require that outside product resources be generated to meet demand.

Examples: Small to medium hurricane, larger flooding, significant earthquake, widespread or multiple tornadoes, civil disturbance, wide spread fire.

General Benchmarks:

- a. Households affected – 250 -1000
- b. Food banks affected – 1 or more
- c. Poundage demands – 50,000 – 250,000 pounds
- d. Special Products demands – probable
- e. Impact on normal food bank operating capability – some resource diversion
(Staff time, funds, and resources)

Red Cross Liaison – Southeast Missouri Food Bank

National's Role – available upon request, and coordinates multi – food bank effort if applicable.

Class 4

Definition: A Class 4 disaster would affect thousands of citizens to some degree. It could affect a larger geographic area, possibly a number of food banks, and would require a substantial amount of outside assistance.

Examples: Large hurricane, earthquake, or widespread flooding

General benchmarks:

- a. Households affected – over 1000
- b. Food banks affected – 1 or more
- c. Poundage demands – over 250,000 pounds
- d. Special Products demands – substantial
- e. Impact on normal food bank operating capability – possible temporary incapacitation of food bank; significant resource diversion (staff time, funds, inventory).

Red Cross/NVOAD Liaison – Southeast Missouri Food Bank

National's Role – Coordinate effort with Red Cross, NVOAD, FEMA, and affected food banks

Class 5

Definition: A Class 5 disaster would affect tens of thousands of households. Generally, the devastation caused by a Class 5 disaster would require an enormous international relief effort.

Examples: Massive earthquake or man - made disaster

General Benchmarks:

- a. Households affected – entire communities
- b. Food banks affected – 1 or more
- c. Poundage demands – millions of pounds over an extended period of time
- d. Special Products demands – enormous
- e. Impact on food operating capability – Major disruption of all non-disaster relief services. A Class 5 disaster could result in short-term or long-term incapacitation of the local food bank(s).

Red Cross/NVOAD Liaison – National

National's Role – Coordinate effort with Red Cross, NVOAD, FEMA, and affected food banks.

Class 1 Disaster

□ **Southeast Missouri Food Bank will be the liaison for the American Red Cross**

During a disaster, Southeast Missouri Food Bank will initiate its disaster relief operations when contacted by the American Red Cross. Southeast Missouri Food Bank will base its response on the classification designation given by the American Red Cross. Refer to the Classification of a Disaster list for class descriptions.

□ **If applicable, notify key employees**

During off – hours, the first employee to arrive should begin contacting other employees by using the Employee Contact Information list (see attached). Recall drivers if applicable.

□ **Review Daily Status Report to determine current capacity**

Base the response on current capacity taking into account any special circumstances relative to the disaster before responding. Perform a facility check using the Site Assessment form. It is expected that normal operation will continue in their current capacity.

□ **If deficiencies found in current capacity, contact national office of Feeding America**

Although this event is unlikely in a Class 1 disaster, certain circumstances such as multiple disasters in a short period of time may have caused a decrease in current capacity. All coordination of additional resources is conducted by Southeast Missouri Food Bank. Refer to the Additional Resources Contact Information section.

□ **Locate and contact agencies in disaster area**

Using the agency locator maps (see attached), contact agencies closest to the disaster.

□ **Develop plan to assess needs**

A plan should be developed taking into account: current capacity, types of goods required, and any special needs unique to the situation. Length of time is an important factor in prioritizing the type of goods required to service the families. In making this assessment, refer to the Food Priority List.

□ **Organize food for delivery**

Depending on number of families affected, family size, and length of need, prepare boxes with required items.

□ **Determine delivery route**

Refer to maps and corresponding contact information (Southeast Missouri) and take into account condition of infrastructure to develop most efficient and safe means of distribution. Estimate time of arrival and notify agency when to expect delivery.

□ **Confirm delivery**

Drivers, or Southeast Missouri Food Bank representative working at or with the agency, will notify the site of delivery and confirm once product has been delivered.

Class 2 Disaster

□ **Southeast Missouri Food Bank will be the liaison for the American Red Cross**

During a disaster, Southeast Missouri Food Bank will initiate its disaster relief operations when contacted by the American Red Cross. Southeast Missouri Food Bank will base its response on the classification designation given by the American Red Cross. Refer to the Classification of a Disaster list for class descriptions.

□ **If applicable, notify all full – time employees**

During off – hours, the first employee to arrive should begin contacting other employees by using the Employee Contact Information list. Recall drivers if applicable.

□ **Review Daily Status Report to determine current capacity**

Base the response on current capacity taking into account any special circumstances relative to the disaster before responding. Perform a facility check using the Site Assessment form. It is important to remember in this class of disaster normal operation will continue in their current capacity.

□ **If deficiencies found in current capacity, contact national office of Feeding America**

In the event of a class 2 disaster, it is possible that Southeast Missouri Food Bank will be unable to meet current needs. All coordination of additional resources is conducted by National. If it is determined that any additional equipment (fork lifts, dollies, and trucks) will be needed, begin making local contacts for donations. Refer to the Additional Resources Contact Information section.

□ **Make preparations to receive additional supplies from surrounding food banks (if necessary)**

If National or other donors provide additional resources, plans should be made to receive, store and distribute these items.

□ **Locate and contact agencies in disaster area**

Using the agency locator maps (Southeast Missouri) contact agencies closest to the disaster.

□ **Determine volunteer needs (if necessary)**

If additional volunteers are needed we will reach out to our regular volunteers or faith – based institutions for help.

□ **Develop plan to assess needs**

A plan should be developed taking into account: current capacity, types of goods required, and any special needs unique to the situation. Length of time is an important factor in prioritizing the type of goods required to service the families. In making this assessment, refer to the Food Priority List.

□ **Organize food for delivery**

Depending on number of families affected, family size, and length of need, prepare boxes with required items.

□ **Determine delivery route**

Refer to maps and corresponding contact information (Southeast Missouri) and take into account condition of infrastructure to develop most efficient and safe means of distribution. Estimate time of arrival and notify agency when to expect delivery.

□ **Confirm delivery**

Drivers, or Southeast Missouri Food Bank representative working at or with the agency, will notify the site of delivery and confirm once product has been delivered.

Class 3 Disaster

□ **Southeast Missouri Food Bank will be the liaison for the American Red Cross**

During a disaster, Southeast Missouri Food Bank will initiate its disaster relief operations when contacted by the American Red Cross. Southeast Missouri Food Bank will base its response on the classification designation given by the American Red Cross. Refer to the Classification of a Disaster list for class descriptions.

□ **If applicable, notify all full – time employees**

During off – hours, the first employee to arrive should begin contacting other employees by using the Employee Contact Information list. Recall drivers if applicable.

□ **Review Daily Status Report to determine current capacity**

Base the response on current capacity taking into account any special circumstances relative to the disaster before responding. Perform a facility check using the Site Assessment form. It is possible that normal operations will be affected due to the increased needs, but efforts should be made to accommodate these as well.

Special equipment needs

If it is anticipated that any additional equipment (fork lifts, dollies, and trucks) will be needed, begin making local contacts for donations. Refer to the Equipment Contact Information section.

□ **If deficiencies found in current capacity, contact national office of Feeding America**

In the event of a class 3 disaster, it is likely that Southeast Missouri Food Bank will be unable to meet current needs. All coordination of additional resources is conducted by National.

□ **Make preparations to receive additional supplies from surrounding food banks**

If National or other donors provide additional resources, plans should be made to receive, store and distribute these items.

□ **Locate and contact agencies in disaster area**

Using the agency locator maps (Southeast Missouri) contact agencies closest to the disaster.

□ **Determine volunteer needs**

If additional volunteers are needed we will reach out to our regular volunteers or faith – based institutions for help.

□ **Develop plan to assess needs**

A plan should be developed taking into account: current capacity, expected deliveries of additional goods, types of goods required, and any special needs unique to the situation. Length of time is an important factor in prioritizing the type of goods required to service the families. In making this assessment, refer to the Food Priority List.

□ **Organize food for delivery**

Depending on number of families affected, family size, and length of need, prepare boxes with required items. It may be necessary however, to produce generic boxes due to the increased amount of needs and necessity for efficiency.

□ **Determine delivery route**

Refer to maps and corresponding contact information (Southeast Missouri) and take into account condition of infrastructure to develop most efficient and safe means of distribution. Estimate time of arrival and notify agency when to expect delivery.

□ **Confirm delivery**

Drivers, or Southeast Missouri Food Bank representative working at or with the agency, will notify the site of delivery and confirm once product has been delivered.

Class 4 Disaster

□ **Southeast Missouri Food Bank will no longer be the liaison for the American Red Cross, National will take this role**

National will take complete control over relief operations, including coordination and liaison duties. It is important to recognize governmental agencies may be taking control over operations due to severity

of disaster. Although Southeast Missouri Food Bank reports to National, priority should be given to any governmental agency that assumes control.

□ **Notify all full – time employees**

During off – hours, the first employee to arrive should begin contacting other employees by using the Employee Contact Information list. Recall drivers if applicable.

□ **Review Daily Status Report to determine current capacity**

Base the response on current capacity taking into account any special circumstances relative to the disaster before responding. Perform a facility check using the Site Assessment form. It is expected that normal operations will be adversely affected by the vast increase in needs due to the scope of the disaster.

Special equipment needs

If it is anticipated that any additional equipment (fork lifts, dollies, and trucks) will be needed, begin making local contacts for donations. Refer to the Equipment Contact Information section.

□ **If deficiencies found in current capacity, contact national office of Feeding America**

In the event of a class 4 disaster, Southeast Missouri Food Bank will be unable to meet all current needs. All coordination of additional resources will be conducted by National.

□ **Determine special products needs**

The scope of this class of disaster will require special products in addition to basic food needs. Coordination of these special products will ultimately be done by Feeding America, with input from the Southeast Missouri Food Bank.

□ **Make preparations to receive additional supplies from surrounding food banks**

Additional resources will be provided by National and other donors. Plans will be made to receive, store, and distribute these items. The substantial increase in received goods may require a complete evaluation and analysis of the check – in process in order to efficiently handle the increased donations.

□ **Locate and contact agencies in disaster area**

Using the agency locator maps (Southeast Missouri) contact agencies closest to the disaster.

□ **Determine volunteer needs**

If additional volunteers are needed we will reach out to our regular volunteers or faith-based institutions for help.

□ **Develop plan to assess needs**

A plan should be developed taking into account: current capacity, expected deliveries of additional goods, types of goods required, and any special needs unique to the situation. Length of time is an

important factor in prioritizing the type of goods required to service the families. In making this assessment, refer to the Food Priority List.

□ **Organize food the delivery**

The large scope of the disaster will affect the Southeast Missouri Food Bank's ability to customize delivery boxes to accommodate specific needs. Due to the increased amount of needs and necessity for efficiency, generic boxes are to be produced to expedite the process.

□ **Determine delivery route**

Refer to maps and corresponding contact information (Southeast Missouri) and take into account condition of infrastructure to develop most efficient and safe means of distribution. Estimate time of arrival and notify agency when to expect delivery.

□ **Confirm delivery**

Drivers, or **Southeast Missouri Food Bank** representative working at or with the agency, will notify the site of delivery and confirm once product has been delivered.

Class 5 Disaster

□ **Follow same procedures as Class 4 Disaster**

Southwest Missouri Food Bank Staff Disaster Relief Roles

The following are various disaster relief roles and the departments and/or job positions that will fill these roles. Some staff will continue their regular responsibilities and assist where requested by the Executive Director.

BASED ON CURRENT STAFF (2010)

Director of Disaster Relief Operations	Karen Green/Executive Director Kit Brewer/Operations Director
Network Relations (National)	Karen Green/Executive Director Kit Brewer/Operations Director
Product Donor Relations	Kit Brewer/Operations Director
Financial Donor Relations	Susan Pearson/Development Director
Agency Relations	Melissa Rice/Agency Relations/Programs Director
Media Coordinator	Karen Green/Executive Director Susan Pearson/Development Director
Volunteer Coordinator	Patricia Krueger/Human Resource Manager
Finance Manager	Anthony Boren
Youth Nutrition Program Specialist	Deborah Wideman
Pantry Manager	Roger Woolsey
Warehouse Supervisor	Kit Brewer/Operations Director
Field Persons 1, 2, 3, 4, 5, 6, 7, & 8	Paul Whitlock / Warehouse Assistant Roger Woolsey/Pantry Manager Daniel Stotler/Warehouse Leader Gary Graham/Mobile Pantry Coordinator Bobby Townsend/Delivery Driver Steve Gibson/Delivery Driver Jeremiah Dukes/Warehouse Assistant Paul Whitlock/Zero Waste Driver
Director of Satellite Warehousing	Kit Brewer/Operations Director

Disaster Relief Job Descriptions

Director of Disaster Relief Operations at the Food Bank

1. Establish priorities for Southeast Missouri Food Bank in disaster relief efforts; monitor and manage adherence to and adjustment of priorities.
2. Determine staff needed to support disaster relief; outline and monitor 24 – hour work schedule.
3. Orient and oversee disaster relief team members in fulfilling their roles and responsibilities.
4. Manage and oversee communication and exchange of information between Southeast Missouri Food Bank and National or other participation Food Banks, including daily reports.
5. Coordinate National/Southeast Missouri Food Bank efforts with major disaster relief organizations including American Red Cross, VOAD, Salvation Army, Southern Baptists, the military, etc.

Secondary responsibilities:

1. Chair daily staff meetings with Southeast Missouri Food Bank staff and disaster relief team.
2. Maintain on-going contact/communication with all visiting help.

Director of Operations

1. Work with Field Person stationed within the Southeast Missouri emergency office; act on food distribution needs that are identified.
2. Identify and establish additional distribution points as needed.
3. Activate all pre – arranged or arrange support services (i.e. generators, fuel, warehousing, and equipment).
4. Troubleshoot with service providers such as utility and phone companies.
5. Locate and secure any miscellaneous needs.

Director of Satellite Warehousing

1. Set up satellite warehousing.
2. Provide orientation for volunteers
3. Implement floor plan layout
4. Put procedures in place
5. Responsible for supplying material needs of the facilities.

Network Relations Manager

1. Handle incoming calls and approve all requests for agencies interested in distributing food and relief supplies.
2. Maintain close contact with food distribution points; establish additional distribution sites as needed.
3. Track amount and destination of food distributed.

Donor Relations Manager

1. Locate and procure food locally.
2. Monitor warehouse inventory.
3. Act as primary liaison/coordinator with truck dispatchers at staging area and food bank.
4. Coordinate with National's staging warehouses – control flow of food to distribution network.
5. Coordinate all arriving products including unanticipated donations.

Media Coordinator

1. Formulate and disseminate consistent messages to the media regarding food, volunteers, and financial needs.
2. Disseminate information about what and where items are being distributed as well as what and where items may be donated.
3. Generate public relations activities.
4. Provide regular updates to the disaster relief team on happenings in the disaster area.
5. Instruct disaster relief team and second staff regarding release of information to the general public, media, etc.
6. Receive all in – coming calls from state, local, and national media.
7. Manage and oversee press visits to Southeast Missouri Food Bank and staging areas.
8. Maintain up-to-date knowledge of field reports and status of food inventory.
9. Monitor media report.
10. Coordinate with National's Communications Department.

Volunteer Coordinator

1. Recruit, assign, and train volunteers for disaster relief (primarily food sorters and truck loaders).
2. Outline and monitor volunteer staff work schedule.
3. Activate pre – arranged volunteer ham or CB radio network.

4. Coordinate with Media Coordinator and Director of Disaster Relief Operations.

Basic Policies and Procedure

Policies:

Staff members are expected to report to work (based on Class) after a disaster, after danger has passed, unless damage is too severe to their home or Southeast Missouri Food Bank.

If damage is severe and widespread, staff will report when possible.

Any staff vacations occurring at this time may be postponed, depending on the level of disaster.

Days and hours of operation:

Days: Depending on the severity of the disaster, several staff members
may be required to work 7 days per week and more than eight hours a day;
however this will be avoided whenever possible.

Hours: Start of day – 7:00 AM

Daily staff meeting – 8:00 AM

End of day – extended hours to be determined based on level of the disaster.

Shared Maintenance Fee Policy:

1. As a part of the framework of the disaster relief response, Southeast Missouri Food Bank will waive the standard agency requirements and acceptance procedures. No shared maintenance fee will be charged to agencies that are providing food for disaster relief. Many of the agencies seeking assistance may be organizations not previously served by Southeast Missouri Food Bank. Many will be formed specifically for the purpose of disaster relief and dismantled once the disaster relief operations have ceased.
2. Shared maintenance fees may be charged in the following disaster relief situations:
 - Product from existing food bank inventory distributed for disaster relief.
 - Disaster relief product going to agencies where local reimbursement agreements exist.
 - Non – disaster relief product going to agencies not providing disaster relief.

General Information for Disaster Relief

Disaster Plan for Product Drop-Off

1. All donations should be dropped off at the warehouse.
2. Several employees and volunteers will be responsible for accepting product, weighing the product, having donor fill out receipt and helping unload product.

Warehouse

1. One – two warehouse employees to handle regularly scheduled work. The other warehouse staff, office staff or volunteers will help move donated product to the warehouse and help with large or small donations.
2. Make sure there are plenty of totes on hand for product donations.

Transportation

1. Drivers follow-up with phone calls to confirm pick up information before going out to pick up.
2. Hire temporary drivers if necessary.

General

1. Anyone taking calls for a donation should determine what size the donation is (i.e. 10 boxes, semi-truck load).
2. Food drive product can be dropped off at the warehouse or satellite space.
3. Be sure we have plenty of flashlights, batteries, gloves, plastic bags, clipboards, and pens.
4. Use traffic cones to designate parking areas, eliminate traffic jams, and help traffic flow.
5. Hold daily staff meetings to be sure all assignments are covered.
6. Acquire generator(s) if needed.

Food Drive Policy and Procedures

The directives are specific to two scenarios – one where a separate food drive processing facility is not established and one where a processing facility is deemed necessary. In the majority of disaster relief situations, a separate processing warehouse for food drive product will not be set up. However, in some instances, particularly when determined appropriate by the affected food bank(s), a food drive processing warehouse will be established.

1. In the event that a food drive processing warehouse is not established for a particular disaster relief effort, the Network policy is as follows:

- A. Non-affected food banks are encouraged not to initiate disaster relief food drives, but rather to respond to community needs for a central coordinator for food drive product.
 - B. In the event that a non-affected food bank is approached by individuals, churches, the media, or others wishing to conduct drives or donate food the response of the food bank should be as follows:
 1. Determine ability and interest in receiving and processing items
 2. Clarify with food donors that while efforts will be given to do directing food drive product to the affected area, there is no guarantee that the product will be needed. If the product is not needed for the existing disaster relief effort, the food bank will store it in reserve for future disaster needs for as long as is safe and practical. If the time comes when the product is not needed, the food bank will incorporate it into its own inventory to respond to the “daily disaster of hunger” in the local community.
 3. Collect product and process as follows:
 - a. Sort, pack and store per the attached Southeast Missouri Food Bank’s Disaster Relief Food Drive Guidelines;
 - b. Notify a Southeast Missouri Food Bank Product Donations Specialist as product is processed and available. Do not ship food drive product directly to affected food banks. Disaster relief product will be allocated by National Production Donations Department based on short and long run product demand.
2. In the event that a separate Food Drive Processing Facility (FDPF) is deemed necessary, the following steps should be undertaken:
 - A. The National’s Affiliate Services staff will assist in identifying a host food bank near the disaster area complying with the following criteria:
 1. Location should be as close as possible to the disaster site with easy access to main highways;
 2. Have available or be able to assist in securing temporary warehouse space for sorting and storing 10-30 loads of food drive product;
 3. Be able to staff or help support team staff in setting up operations, managing public relations, and coordinating volunteers.
 - B. After the host food bank site has been identified and if it is determined that temporary warehouse space is needed the following responsibilities should be delegated among food bank staff and /or response team staff:
 1. FDPF Site Manager, one individual responsible for:
 - a. Initial set up of warehouse procedures;
 - b. Management of day to day operations;

- c. Supervision of warehouse assistants and volunteers;
 - d. Handling of all communications between Southeast Missouri Food Bank and Food Drive Processing Facility;
 - e. Quality control of product.
2. Warehouse Assistants, two to four individuals responsible for:
 - a. Loading and unloading trailers;
 - b. Moving and storing all food drive product;
 - c. Working with and assisting volunteers with sorting product;
 - d. Cleaning and maintaining the facility.
 3. Volunteer Coordinator, one individual responsible for;
 - a. Recruiting volunteers;
 - b. Assisting with volunteer training;
 - c. Overseeing/coordinating volunteer needs.
 4. Public relations contact, one person to handle all media contact.
- C. If the temporary facility is deemed necessary, Affiliate Services and the host food bank staff with assist the FDPF Site Manager in setting up the following:
1. Equipment and supplies for warehouse per the supplies check list; Local garbage disposal pick-up schedule;
 2. Communications procedures;
 3. Storage areas for sorted and unsorted product and supplies;
 4. Pest control program;
 5. Daily/weekly cleaning schedules;
 6. Shipping and receiving procedures;
 7. Product record keeping system, including use of the attached Southeast Missouri's Food Bank Disaster Relief Food Drive Check List;
 8. Plan layout for sorting area;
 9. Product Categories;
 10. Quality control procedures;
 11. Scheduling of inbound and outbound loads;

12. Volunteer sign-in area and procedures;
13. Break area for staff and volunteers;
14. Directions to facility from major highways (posted prominently).

National's Disaster Relief Food Drive Guidelines

When handling disaster relief food drive product, please use the following guidelines. It is important to keep in mind that your food bank may hold these products for a number of weeks before they are needed in the disaster area and that these products may ultimately be shipped long distances and stored and distributed under difficult circumstances. By adhering to these guidelines and carefully cleaning and storing the product, you can maximize its safety and utility.

Most Desired Products

- Personal Care Products - anti-bacterial soap, shampoo, deodorant, toothpaste, toothbrushes, feminine hygiene
- Paper Products - diapers, napkins, toilet paper, incontinence products, paper plates, paper cups, plastic forks, knives, spoons
- Miscellaneous Food Items - baby food, infant formula, peanut butter, powered milk, coffee, tea, crackers, cookies, rice
- Canned Foods (#10 size cans if possible) – vegetables, fruit, tuna, juice, meat, soup, beans
- Baby Items – baby lotion, pacifiers, bottles, cream, powder
- Pharmaceuticals – aspirin, vitamins, antacid
- Miscellaneous Non-Food Items – can openers, matches, trash bags, charcoal, lighter fluid, cleaning supplies, water

Sort for Safety, Easy Identification, and Distribution

At a minimum, sort food drive product into the following categories:

- Food Products
- Cleaning Products
- Toxic Materials
- Paper Products
- Miscellaneous Non – food Items

It is helpful (but not required) to further subdivide the product as follows:

- Food Products by product type – vegetables, meats, cereals, juices, etc.
- Food Products by packaging type – canned, boxed, etc.
- Paper Products by product type – diapers, napkins, toilet paper, etc.
- Miscellaneous Non-Food Items by product type – cleaning supplies, etc.

Pack and Stack for Transportation and Distribution

- All products must be in packing boxes – tight, full, and closed
- All products must be stacked and secured (shrink wrapped) on pallets
- Toxins, pet foods, and cleaning products must be stacked and transported on dedicated pallets and below food and personal care products

Safety Procedures During Work Hours

Tornado Safety Procedures

- Know the terms used to describe tornado threats: Tornado Watch – Tornadoes are possible. Remain alert for approaching storms. Listen to a weather radio or local radio/television for updated reports. Tornado Warning – A tornado has been sighted or indicated by weather radar. Take shelter immediately.
- If a Tornado Warning has been issued seek inside shelter, preferably in an underground room or interior room. Stay away from all windows and glass doors. Stay in an interior room. Avoid structures with wide, free-span roofs.
- At Southeast Missouri Food Bank: Seek shelter in interior area in the boardroom. Avoid the office due to windows.
- If you are driving, pull over to the side of the road. Seek shelter in a ditch or low-lying ground. Do not stay in your vehicle.
- After a tornado, all staff should report to the front lobby to count heads. If the structure is damaged, meet in the parking lot to count heads.

Earthquake Safety Procedures

- If you are outside, get into an open area away from trees, buildings, walls, and power lines.
- If you are inside, duck or drop to the floor and take cover under a desk, table or other furniture. Hold onto it and be prepared to move with it. Seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors, or tall furniture.

- If you are driving, pull over to the side of the road and stop. Avoid overpasses, power lines and other hazards. Stay inside the vehicle until the shaking is over.
- If you are in a kitchen, move away from display shelves, appliances and cupboards. Do not rush for the exits.
- After an earthquake, Southeast Missouri Food Bank staff meets in the parking lot next to the building.

Floods and Flash Floods Safety Procedures

- Most floods develop slowly over a period of a few days. Flash floods, however, are like walls of water that develop in a matter of minutes. Flash floods can be caused by intense storms or dam failure.
- What to do during a flood:
 1. Be aware of flash flood. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
 2. Listen to radio or television stations for local information.
 3. If local authorities issue a flood watch, prepare to evacuate. Secure your home or office. If instructed, turn off utilities at the main switches or valves. Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.
 4. Do not walk through moving water. Six inches of moving water can knock you off your feet. If you must walk in a flooded area, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
 5. Do not drive into flooded areas. Six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling. A foot of water will float many vehicles. Two feet of water will wash away almost all vehicles. If floodwaters rise around your car, abandon the car and move to higher ground, if you can do so safely.
- After a flood, remember to avoid floodwaters. The water may be contaminated or electrically charged from underground or downed power lines.

AREA HOTELS & MOTELS

Hotel/Motel	Address	Phone#
Budget Inn	1448 N. Kingshighway	(573)334-2828
Drury Inn – Cape	I-55 & William Street	(573)334-7151
Drury Inn – Jackson	I-55 & Highway 61	(573)243-9200
Drury Suites	I-55 & Route K	(573)339-9500
Holiday Inn	I-55 & William	(573)334-4491
Pear Tree Inn	I-55 & Route K	(573)334-3000
Victorian Inn	I-55 & William	(573)651-4486

HOSPITALS

St. Francis Hospital	211 Saint Francis	(573)331-3000
Southeast Hospital	1701 Lacey Street	(573)334-4822

VEHICLE RENTAL

Enterprise – Cape	2008 North Kingshighway	(573)339-7800
Enterprise – Sikeston	1020 Linn	(573)471-7300
Hertz	879 North Kingshighway	(573)339-7250
Hertz – Airport	I-55	(573)335-7013

EQUIPMENT

Company	Address	Phone
Cingular ESI.Comm	1000 Linn/Sikeston	(573)471-7444
A Affordable Portable Toilets	3081 County Road 651	(573)332-7166
A – 1 At Your Service Portable	1545 Independence	(573)335-8946
2 – Way Radios/Radio Shack	220 West Park Mall	(573)334-8866

2 –Way Radios/G&D Communications	2040 N. Main/Sikeston	(573)472-2277
Pagers/G&D Communications	2040 N. Main/Sikeston	(573)472-2277
Generators/Rental Land	1922 Independence	(573)334-7186
Generators/WM. Novbe & Co.	420 S. Kingshighway	(573)335-0192
Heavy Equipment/Rental Land	1922 Independence	(573)334-7186
Heavy Equipment/ERB	1421 SW End Blvd.	(573)334-0564

TRANSPORTATION

Lipps Trucking	3888 Nash Road	(573)335-8204 cell/225-0913
Genesis Trucking	327 Otter Lane	(573)335-2275
Elfrink Trucking	1329 Southern Expressway	(573)339-5998

ALTERNATE WAREHOUSE SPACE

Lipps	14916 State Hwy. 177	(573)335-8204
Lipps	130 S. Fredrick	(573)335-8204

STATE & LOCAL OFFICES

GOVERNOR

Jay Nixon		(816)889-3186
-----------	--	---------------

STATE DEPARTMENT OF PUBLIC SAFETY		(800)525-5555
--	--	---------------

MISSOURI SEMA

Director/Ronald M. Reynolds		(573)526-9101
-----------------------------	--	---------------

Statewide Volunteer Coordinator/Dante Gliniecki		(573)526-9132
---	--	---------------

MO DEPARTMENT OF SOCIAL SERVICES

EMERGENCY MANAGEMENT

(800)347-8898

MAYOR

Jay Knudtson 2 S. Mount Auburn (573)334-9000

CITY MANAGER

401 Independence (573)334-1212

POLICE DEPARTMENT

Chief Carl Kinnison 40 S. Sprigg Street (573)335-6621

SHERIFF'S DEPARTMENT

John Jordan 215 N. High (573)243-3551

FIRE DEPARTMENT

Chief Rick Ennis 1 S. Sprigg (573)334-3211

**PUBLIC WORKS &
TRANSPORTATION**

2007 Southern Expressway (573)334-9151

COUNTY HEALTH DEPARTMENT

Charlotte Craig 1121 Linden Street (573)335-7846

STREETS AND SANITATION

2007 Southern Expressway (573)334-9151

PARTNERING AGENCIES

Red Cross

Cheryl Klueppel 2430 Myra Drive (573)335-9471

Salvation Army

Major Ben Stillwell 701 Good Hope (573)335-7000

United Way

Nancy Jernigen 430A Broadway (573)334-9634

NEIGHBORING FOOD BANKS

Central Missouri Food Bank

Peggy Kirkpatrick 2101 Vandiver Drive (573)474-1020
Suite B/Columbia, Mo 65202

Ozarks Food Bank

Bart Brown

615 N. Glenstone
Springfield, MO 65802

(417)865-3411

St. Louis Food Bank

Frank Finnegan

70 Corporate Woods Dr.
St. Louis, MO 63044

(314)292-6262